Access To Care Demonstration

Block 8

Amy Ward, SAIC

2,4 May 2001

SAIC

Agenda

- Overview
- Categories
- Booking an Appointment
  - Non-Enrolled Booking
  - Enrolled Booking
- Appointment Refusals
- Access to Care Report
- Overview of ASCII File

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Access to Care Project

- The Access to Care project permits authorized users to search in both MCP and PAS for an appointment based on the appointment's Access to Care Category. The project is designed to calculate the time elapsed between a beneficiary's request for an appointment at the MTF, and the actual date/time of the scheduled appointment with a Health Care Provider. Reports may then be generated which calculate the number of appointments which met or did not meet the Access to Care Standard. This change also permits a facility to generate an ASCII file of Access to Care data for transmission to another CHCS platform.

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Access To Care Categories

- The categories are:
  - **Acute:** 1 day search
  - **Routine:** 7 day search
  - **Wellness:** 30 day search
  - **Specialty:** 30 day search
  - **Future Request:** 90 day search
- CHCS will calculate the time elapsed between a beneficiary's request for an appointment at the MTF, and the actual date/time of the scheduled appointment with a Health Care Provider.

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CHCS Appointing

```
        Scheduling Supervisor Menu
        Clerk Scheduling Menu
        Managed Care Program Menu

        Select PAS System Menu Option: Managed Care Program Menu
```

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CHCS Appointing (cont.)

```
HMCP    Health Care Finder Menu
EMCP    Enrollment Processing Menu
DMCP    Display Patient Appointments
CMCP    Cancellation by Patient
OMCP    Outputs & Management Reports Menu
RMCP    Registration Menu
BMCP    Batch PCM Reassignment Menu
IMCP    Interactive NAS Processing Menu
AMCP    Ad Hoc Report Menu

        Select Managed Care Program Menu Option: HMCP
```

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CHCS Appointing (cont.)

```
AHCF   Appointment Order Processing
BHCF   Health Care Finder Booking
EHCF   Enter Appointment Refusals
CHCF   Cancellation by Patient
OHCF   Output Products
RHCF   Health Care Finder Reports Menu
LHCF   Print Patient Address Label

       Select Health Care Finder Menu Option: Health Care Finder Booking
```

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CHCS Appointing (cont.)

```
HEALTH CARE FINDER BOOKING


Select PATIENT NAME: WARD,AMY L          30/123-45-678 08 Nov 19?? F
         OK? YES//
```

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Non-Enrolled Booking

```
 Patient: WARD,AMY L                              DDS/FMP/SSN: 30/30/123-45-678
     Pat SSN: 382-67-1234                          Sex/DOB/Age: F/08 Nov 19??/Young!
      PatCat: USN FAM MBR AD                      Patient Type: CHAMPUS
 Elig St/End: 15Oct1995-28Feb2003           CHCS MCP Status:
Last Elig Ck: 18Oct2000@095833                   Primary OHI:
    Dir Care: Y   CHA: C   MED: N    ACV: C        Reg Code:        DMIS:
▯▯▯
```

Non-Enrolled Booking (cont.)

```
                  NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category:
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider:                                   Clinic Spec:
     Location:                                  Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (cont.)

```
                    NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category:
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider:                                   Clinic Spec:
     Location:                                  Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (cont.)

```
                        NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                                FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category:
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider:                                       Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (cont.)

```
                        NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                                FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                                ATC Category:
Place of Care:                                           Appt Type:
   PLOC Phone:                                           Spec Type:
     Provider: HAVENER,ROBERT S                           nic Spec:
     Location:                                       Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000            Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
Select Access to Care Category: ??
```

Non-Enrolled Booking (cont.)

```
                    NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                          ATC Category:
Place of Care:                                     Appt Type:
   PLOC Phone:                                     Spec Type:
     Provider: HAVENER,ROBERT S                   Clinic Spec:
     Location:                                   Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000         Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
 * Access to Care Category
   Location
   Specialty
   Place of Care
 * Provider
   Appointment Type
+  Dates
Choose from:
   ACUTE                24 Hours
   FUTURE REQUEST       90 Days
   ROUTINE               7 Days
   SPECIALTY            30 Days
   WELLNESS             30 Days

Select Access to Care Category: ACUTE
```

Non-Enrolled Booking (cont.)

Acute Access to Care Category Search

```
                    NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                        ATC Category: ACUTE (24 HOURS]
Place of Care:                                   Appt Type:
   PLOC Phone:                                   Spec Type:
     Provider: HAVENER,ROBERT S                 Clinic Spec:
     Location:                                 Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000       Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (cont.)

Routine Access to Care Category Search

```
 NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                    ATC Category: ROUTINE [7 DAYS]
Place of Care:                               Appt Type:
   PLOC Phone:                               Spec Type:
     Provider: HAVENER,ROBERT S             Clinic Spec:
     Location:                            Provider Spec:
   Date Range: 24 Oct 2000 to 31 Oct 2000  Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (cont.)

Wellness Access to Care Category Search

```
 NON-ENROLLEE SINGLE PATIENT BOOKING
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                    ATC Category: WELLNESS [30 DAYS]
Place of Care:                               Appt Type:
   PLOC Phone:                               Spec Type:
     Provider: HAVENER,ROBERT S             Clinic Spec:
     Location:                            Provider Spec:
   Date Range: 24 Oct 2000 to 23 Nov 2000   Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (cont.)

WHAT HAPPENS IF YOU DON'T CHOOSE A CATEGORY?

```
NON-ENROLLEE MTF BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                            ATC Category:
Place of Care:                                       Appt Type:
   PLOC Phone:                                       Spec Type:
     Provider: HAVENER,ROBERT S                     Clinic Spec:
     Location:                                     Provider Spec:
   Date Range: 18 Oct 2000 to 18 Oct 2000          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
  Patient Home Phone:                          Patient Duty Phone:

          Access to care category is required
Select (C)hange Search Criteria, (F)uture/Past Appts, or (Q)uit:
```

Non-Enrolled Booking (cont.)

WHAT HAPPENS IF THERE ARE NO APPOINTMENTS AVAILABLE?

```
                    NON-ENROLLEE BOOKING SEARCH CRITERIA
      Patient: WARD,AMY L                          FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                        ATC Category: ACUTE
Place of Care:                                   Appt Type:
   PLOC Phone:                                   Spec Type:
     Provider: HAVENER,ROBERT S                   nic Spec:
     Location:                                Provider Spec:
   Date Range: 18 Oct 2000 to 29 Nov 2000      Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Non-Enrolled Booking (cont.)

```
                                FILE APPOINTMENT
      Patient: WARD,AMY L                              FMP/SSN: 30/123-45-678
 Patient Type: CHAMPUS                              ATC Category: ACUTE
Place of Care:                                         Appt Type:
   PLOC Phone:                                         Spec Type:
     Provider: HAVENER,ROBERT S                      Clinic Spec:
     Location:                                      Provider Spec:
   Date Range: 18 Oct 2000 to 19 Oct 2000            Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
------------------------------------------------------------------------------
   WED 1920 18 Oct 00 SDA    1/0  MFHCBE   BE                    pri-im-m->17




------------------------------ Select Slot #1 of 1 -----------------------------
Select (B)ook appt, or (Q)uit FILE APPOINTMENT: B//
```

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Non-Enrolled Booking (cont.)

```
PATIENT APPOINTMENT: WARD,AMY L                                  FILE APPOINTMENT

   WED 1920 18 Oct 00 SDA    1/0  MFHCBE   BE                    pri-im-m->17
          No reminder notice will be sent. Hand-carry Patient records.
                    O/S Rec Loc: NNMC OUTPATIENT RECORDS-NNMC BETHESDA. MD

                  Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
   Clinic/Appt Type Instructions: bring record
                 Provider Message: Bring health record
 Provider/Appt Type Instructions:
                  Arrival Message: 15 minutes
            Registration Comment: TPC

                     MEPRS Code: BHAA
              Requesting Service:
                    Referred By:
            Send Reminder Notice: NO
             Appointment Comment:
          Reason for Appointment:


Ask for Help = HELP     Screen Exit = F10     File/Exit = DO         INSERT OFF
```

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Enrolled Booking

```
HEALTH CARE FINDER BOOKING


Select PATIENT NAME: DUCK,DONALD WAYNE
                                          20/987-65-4321 14 Dec 1965 M NE6
        OK? YES//
```

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Enrolled Booking (cont.)

```
HEALTH CARE FINDER BOOKING

     Patient: DUCK,DONALD WAYNE                DDS/FMP/SSN: 20/20/987-65-4321
     Pat SSN: 987-65-4321                      Sex/DOB/Age: M/14 Dec 1965/34Y
      PatCat: USN ACTIVE DUTY                 Patient Type: MCP/ACTIVE DUTY
 Elig St/End: 07Dec1998-24Aug2004           CHCS MCP Status: ENROLLED
Last Elig Ck: 18Oct2000@100458                Enroll St/End: 20Aug1997-24Aug2004
    Dir Care: Y   CHA: N   MED: N    ACV: A        Reg Code: 01     DMIS: 0067
         PCM: MIL FAM HLTH CTR BE G  Case Mgmt: No  PCM Ph#: (301) 295-5555
    PCM PLOC: MIL FAM HLTH BE                   PCM Location: DIRECT CARE
▯▯▯
```

Enrolled Booking (cont.)

```
 PCM MTF BOOKING SEARCH CRITERIA
      Patient: DUCK,DONALD WAYNE                    FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                  ATC Category:
Place of Care: MIL FAM HLTH BE/NNMC                Appt Type:
   PLOC Phone: (301) 295-5555                      Spec Type:
     Provider: MIL FAM HLTH CTR BE GRP            Clinic Spec:
     Location: 20889                            Provider Spec:
   Date Range: 20 Oct 2000 to 01 May 2022        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Enrolled Booking (cont.)

```
 PCM MTF BOOKING SEARCH CRITERIA
      Patient: DUCK,DONALD WAYNE                    FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                  ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC                Appt Type:
   PLOC Phone: (301) 295-5555                      Spec Type:
     Provider: NIEMANN,SANDOR S                   Clinic Spec:
     Location: 20889                            Provider Spec:
   Date Range: 12 Apr 2001 to 13 Apr 2001        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
```

THU 1645 12 Apr 01 ROU 2/1 BE MTF PFA
THU 1830 12 Apr 01 SDA 1/0 BE MTF/PRI FP M >0
FRI 1730 13 Apr 01 ROU 2/0 BE MTF PFA

Use SELECT key to select appointment(s) to be booked
Press F9 to view additional appointment data

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Enrolled Booking (cont.)

```
                                  FILE APPOINTMENT
      Patient: DUCK,DONALD WAYNE                    FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                   ATC Category: ACUTE
Place of Care: MIL FAM HLTH BE/NNMC                 Appt Type:
   PLOC Phone: (301) 295-5555                       Spec Type:
     Provider: NIEMANN,SANDOR S                    Clinic Spec:
     Location: 20889                              Provider Spec:
   Date Range: 12 Apr 2001 to 13 Apr 2001          Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
▯▯▯
```

Enrolled Booking (cont.)

```
PATIENT APPOINTMENT: DUCK,DONALD WAYNE                          FILE APPOINTMENT

          THU 1645 12 Apr 01 ROU    2/1   BE                    MTF PFA
           No reminder notice will be sent. Hand-carry Patient records.
                     O/S Rec Loc: NNMC MILITARY MEDICINE RECORDS-NNMC BETHESDA

                  Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
   Clinic/Appt Type Instructions: ARRIVE 15 MINUTES EARLY
                 Provider Message: bring record
 Provider/Appt Type Instructions:
                  Arrival Message: 15 minutes
             Registration Comment:
                       MEPRS Code: BHAA
               Requesting Service:
                      Referred By:
             Send Reminder Notice: NO
              Appointment Comment:
            Reason for Appointment:


Ask for Help = HELP     Screen Exit = F10     File/Exit = DO          INSERT OFF
```

SAIC

Appointment Refusals

- What happens if a Patient refuses an appointment or an appointment is booked outside of the standard, when other appointments are available?
  - After booking the appointment, CHCS will automatically access the Appointment Refusal screen.
  - The Appointment Refusal will display the default reason, 11 ATC DECLINED –PATIENT PREFERENCE. The Refusal Status will default to: MTF Declined.
  - This permits documentation for the appointments that were available within the ATC Standard and were refused.
  - The user will have the capability to enter a free text reason for the refusal.

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Appointment Refusal (cont.)

ATC APPOINTMENT REFUSAL REASONS

11 ATC DECLINED –PATIENT PREFERENCE

12 ATC REQUEST LATE – PATIENT CALLED IN LATE FOR APPOINTMENT

SAIC

Appointment Refusal (cont.)

```
  FILE APPOINTMENT
      Patient: DUCK,DONALD WAYNE                    FMP/SSN: 20/987-65-4321
 Patient Type: MCP/ACTIVE DUTY                  ATC Category: ROUTINE
Place of Care: MIL FAM HLTH BE/NNMC                Appt Type:
   PLOC Phone: (301) 295-0196                      Spec Type:
     Provider: NIEMANN,SANDOR S                   Clinic Spec:
     Location: 20889                            Provider Spec:
   Date Range: 12 Apr 2001 to 12 May 2001        Days of Week: M TU W TH F SA SU
   Time Range: 0001 to 2400
```

MON 1500 23 Apr 01 ROU 2/1 BE MTF PFA

Select Slot #1 of 1

This appointment is outside the Access to Care standard.
Earlier appointments are available that meet the Access to Care standard.

Select (B)ook appt, or (Q)uit FILE APPOINTMENT: B//

SAIC

Appointment Refusal (cont.)

```
 PATIENT APPOINTMENT: DUCK,DONALD WAYNE                          FILE APPOINTMENT

        MON 1500 23 Apr 01 ROU    2/1   BE                      MTF PFA
                              Hand-carry  records.
                   O/S Rec Loc: NNMC MILITARY MEDICINE RECORDS-NNMC BETHESDA

                  Clinic Message: If appt booked 24ORD-TYPE OF PHYSICAL
    Clinic/Appt Type Instructions: ARRIVE 15 MINUTES EARLY
                 Provider Message: bring record
  Provider/Appt Type Instructions:
                  Arrival Message: 15 minutes
             Registration Comment:

                      MEPRS Code: BHAA
               Requesting Service:
                      Referred By:
             Send Reminder Notice: YES
              Appointment Comment:
           Reason for Appointment:




Ask for Help = HELP     Screen Exit = F10     File/Exit = DO          INSERT OFF
```

SAIC

Appointment Refusal (cont.)

```
  APPOINTMENT REFUSALS: 12 Apr 2001@0948                    APPOINTMENT REFUSAL

          Patient: DUCK,DONALD WAYNE            FMP/SSN: 20/987-65-4321
Patient Category: USN ACTIVE DUTY               Pat SSN: 987-65-4321
          DOB/AGE: 11 NOV 1965/35Y                  DDS: 20
        Case Mgmt: NO                               SEX: MALE
     Patient Type: MCP/ACTIVE DUTY           MCP Status: ENROLLED
              PCM: NIEMANN,SANDOR S           PCM Phone: (301) 295-5555
================================================================================
 Referral Number:                          Refusal Date/Time: 12Apr2001@0946
       Specialty:                                   Location: 20889
   Place of Care: MIL FAM HLTH BE                   Provider: NIEMANN,SANDOR S
       Clin Spec:                                 Prov Spec:
             HCF: WARD,AMY L
  Refusal Status: MTF DECLINED
  Refusal Reason: ATC DECLINED - PATIENT PREFERENCE
Refused Provider:
  Refusal Reason:  (Free Text)

     HCF Comment:
```

Appointment Refusal (cont.)

- In the case where a patient called in late (outside the Access to Care Standard) for an appointment associated with a referral or clinical order, CHCS will automatically access the Appointment Refusal screen and enter the reason **(12 ATC REQUEST LATE – PATIENT CALLED IN LATE FOR APPOINTMEN**T).
- The clerk can still book to an available appointment outside the Access to Care Standard but CHCS will automatically access the Appointment Refusal reason with the Refusal Reason of “Patient called in late”. This appointment refusal will subsequently be included in the Access to Care Summary report.

Appointment Refusal (cont.)

APPOINTMENT REFUSAL REASONS

1	REQUESTED PROVIDER NOT AVAILABLE
2	APPOINTMENT DATE/TIME UNACCEPTABLE
3	UNHAPPY WITH MTF SERVICE/PROVIDER(S)
4	DISTANCE TOO GREAT TO TRAVEL
5	WANTED A CIVILIAN APPOINTMENT

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Appointment Refusal Report

Menu Option: MAN =>OMCP =>HRPT=>#6

```
CHCS - NATIONAL CAPITAL AREA                                          11 Apr 2001@1317    Page 1
                                    Personal data - Privacy act of 1974  (PL 93-579)
                                      REFUSED APPOINTMENTS REPORT For ALL PATIENTS
                                            From: Mar 2001     To: Mar 2001
================================================================================================
Refusal Status
  Patient Name                    FMP/SSN         DDS  Patient Category       Pat Home Ph#       Specialty#
                                  HCF                  Referral#              Refusal Time       Location
                                   Refusal Reason
================================================================================================
MTF DECLINED
------------
XXXXX,XXXXX,XXXXX                  20/111-11-1111  20   USN ACTIVE DUTY
                                   COOPERWOOD,GLENN     20010228457             05Mar01@1030
                                   ATC DECLINED - PATIENT PREFERENCE

XXXXX,XXXXX,XXXXX                  30/ 111-11-1111 30   USN FAM MBR RET
                                   FENTRISS,CASSANDRA Y 20010452360             12Mar01@1110

                                   ATC REQUEST LATE - PATIENT CALLED LATE FOR APPOINTMENT

XXXXX,XXXXX,XXXXX                  31/ 111-11-1111 31   USA FAM MBR AD
                                   BROWN,LINDA D        20010445057             15Mar01@0914

                                   ATC DECLINED - PATIENT PREFERENCE

                                   31/ 111-11-1111 31   USA FAM MBR AD
                                   THOMPSON-GRAY,SHELLY 20010481552             15Mar01@0933

                                   ATC DECLINED - PATIENT PREFERENCE
```

SAIC

Access To Care Report

- Menu Path: CA=>PAS=>S =>SMGR=>#12
- The Access to Care Summary report is designed to calculate the time between the appointment request and when the patient is seen by a provider. CHCS will calculate whether or not each appointment meets the Access to Care Standard based on the ATC Category associated with the appointment.
- Only schedulable appointments are captured (USV – Sick call/Walk-Ins are not)

Access To Care Report (cont.)

Sample System Calculations:

A) Initial data collected by CHCS for one month:

# Met	90
# Not Met (raw)	20
Appointment refusals	10

B) System calculation for # Not Met = "True" number of appointments which did not meet Access to Care Standard

# Not Met (raw)	20
- Appointment Refusals	- 10 (reported)
---	---
= # Not Met ("True") =	10 (reported)

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Access To Care Report (cont.)

C) System calculation for # Appts = Total number of appointments

---

Met 90 (reported)

\+ # Not Met (True) + 10 (reported)

Appts =100 (reported)

D) System calculation for % Met = Percentage of appointments which met ATC standard

---

% Met = # Met / # Appts 90/100 = 90%

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Access To Care Report (cont.)

ACCESS TO CARE SUMMARY REPORT

by CLINIC

*** ACUTE APPOINTMENTS ***

Feb 2001 - Feb 2001

Division: NNMC BETHESDA. MD

Department: MIL MED DPT BE

Clinic/MEPRS / Provider / TRICARE Status	%Met	#Met	#Not Met	#Appts	Avg Days	#Refuse
MIL FAM HLTH BE/BHAA						
ARNOLD,JOSHEPH S						
DIRECT CARE ONLY	100%	1	0	1	0.05	0
TRICARE PRIME (ACTIVE D	100%	4	0	4	0.07	0
TRICARE PRIME (CHAMPUS)	100%	7	0	7	0.26	0
BANDOLINO,ROBERT G						
DIRECT CARE ONLY	100%	1	0	1	0.03	0
TRICARE PRIME (ACTIVE D	100%	1	0	1	0.01	0
Clinic Total:	92%	130	12	142	0.51	0
Department Total:	92%	130	12	142	0.51	0
Division Total:	92%	130	12	142	0.51	0

** NOTE: Only clinics which are identified for Access to Care reporting are included on this report. **

SAIC

Access To Care Report (cont.)

SOUTHERN CALIFORNIA HEALTH CARE 05 Apr 2001@0946 Page 2

ACCESS TO CARE SUMMARY REPORT
by DEPARTMENT
*** FUTURE REQUEST APPOINTMENTS ***
Mar 2001 - Mar 2001

Division: NAVY INPATIENT DIVISION
Department: Cardiology Department

Clinic/MEPRS / Provider / TRICARE Status	%Met	#Met	#Not Met	#Appts	Avg Days	#Refuse
CARDIOLOGY CLINIC - NI/BACA						
CAMPBELL,ANN						
TRICARE STATUS UNKNOWN				2	0.07	
RICHARD,P						
TRICARE STATUS UNKNOWN				2	0.07	
SAGE,FREDI J						
TRICARE STATUS UNKNOWN				2	0.21	
Clinic Total:				44	3.29	
Department Total:				5	0.28	
Division Total:				52	2.82	

* Only clinics which are identified for Access to Care reporting are included on this report. *
** Only statistics which are not related to an Access to Care Standard
(e.g. #Appts, Avg Days) are included in the 'Future Request' category. **

SAIC

Access to Care ASCII file overview

- CHCS has the ability to include information from the Access to Care Summary report in an ACSII file, which can be transmitted to and analyzed by another CHCS system or other destination. The Access to Care Report may be tasked monthly via Taskman for generation as an ASCII file and then transmitted using the Electronic Transfer Utility (ETU).

Access to Care ASCII file design

- The Taskman monthly job will capture ATC Summary report information for the host platform for the previous month.
- One ATC ASCII file per Division/DMIS will be generated.
- Each ATC ASCII file will contain ATC information for the clinics within the division.
- The ATC ASCII filename was shortened based on restrictions regarding the allowable length of a filename.

Access to Care ASCII file (cont)

- The ASCII format for each record will contain the following information:
- Group IDˆDMIS IDˆRegionˆFacilityˆ Branch of Serviceˆ TRICARE Statusˆ Division^ Departmentˆ Clinicˆ MEPRSˆ Providerˆ Access to Care Categoryˆ Start Dateˆ Stop Dateˆ # Metˆ # Not Metˆ # Apptsˆ Avg Daysˆ Refusals

Access to Care ASCII file (cont)

Pos	Name	Max Len	Data Type	Description
1	Group ID	4	Text (code)	Group ID of division
2	DMIS ID	4	Text (code)	DMIS ID of division
3	Region	2	Text	Region code (1-14)
4	MTF code Host [^DD("SITE"]	6	Text	Medical Treatment Facility (MTF) code associated with Platform
5	Service Branch	4	Text	Abbreviation Service Branch (USAF, ARMY, USN, COM, UNK, CIV, USCG, FMIL, USMC, NOAA, PHS, VET, OTH)
6	TRICARE status Alternate Care Value (ACV) from DEERS (e.g. TRICARE PRIME ACTIVE DUTY)	40	Text	TRICARE designation The

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Access to Care ASCII file (cont)

Pos	Name	Max Len	Data Type	Description
7	Division	30	Text	Name of Division
8	Department	34	Text	Name of Department
9	Clinic	30	Text	Name of clinic (Hospital location)
10	MEPRS	4	Text	MEPRS workload code associated with Clinic
11	Provider	30	Text	Provider associated with appointment
12	Access to Care Category Specialty)	30	Text	Access to Care Category (Acute, Routine, Wellness
13	Start Date	8	Date	Beginning date of appointment data; first day of month
14	End Date	8	Date	End date of appointment data; last day of month

Access to Care ASCII file (cont)

Pos	Name	Max Len	Data Type	Description
15	# Met Access to Care Standard	10	Number	Number of appointments within clinic which met Access to Care Standard for date range.
16	# Not Met Access to Care Standard	10	Number	Number of appointments within clinic which did not meet Access to Care Standard for date range.
17	# Appts	10	Number	Total number of "Booked" appointments for date range.
18	Avg Days time of appointment to time of appointment request	10	Number	Average number of days from time of appointment request within clinic for date range.
19	# Refusals	10	Number	Number of appointment refusals for clinic for date range.

Wrap Up

- Turn in all of your surveys
- Please make sure you pick up you CD
  - Commander’s Guide
  - All blocks of instruction
- Have a safe trip back
- Go forth and do good things